




Mayor's Action Center
Service Level Attainment Compliance
February 2015

| Service Level Agreement | Target Performance | Current Performance |
|-------------------------|---|---|
| Speed to Answer Calls | < :20 |  |
| Abandon Rate | < 5% |  |
| Time on Call | < 2:30 |  |
| After Call Work | < :40 |  |
| Top 5 Service request | Trash (965) Animal (958) Chuckhole (432) Aban Vehicle (200) Illegal Dumping (189) | |